# Nova Scotia Department of Consumer Affairs

**Annual Report**
**for the year ended March 31, 1981**

## Contents

Letters of Transmittal ..... 5, 7

Organizational Chart ..... 9

Acts Administered by the Department ..... 11

General Summary ..... 13

Consumer Services Bureau ..... 15

Residential Tenancies Boards ..... 19

Credit Union Inspection Division ..... 23

Amusements Regulation Board ..... 27

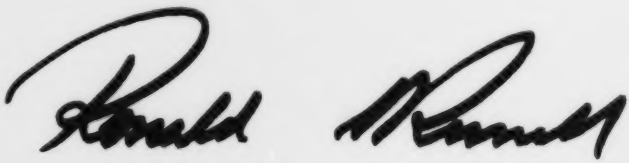
Rent Review Commission ..... 31

The Honourable John E. Shaffner
Lieutenant Governor
Province of Nova Scotia

May it Please Your Honour:

I have the honour to present to you the Annual Report of the Department of Consumer Affairs for the fiscal year ended March 31, 1981.

Respectfully submitted



Ronald S. Russell

The Honourable Ronald S. Russell
Minister of Consumer Affairs
Province of Nova Scotia
Halifax, Nova Scotia

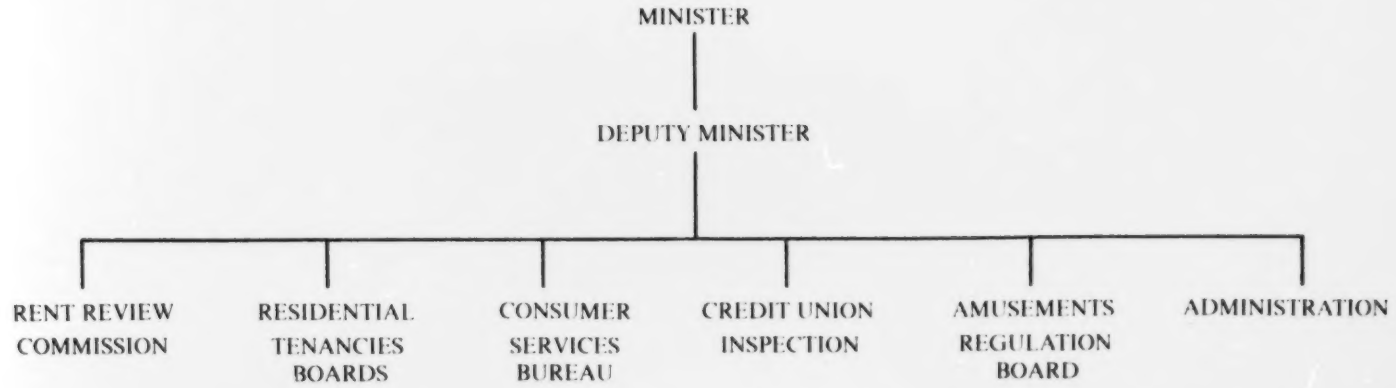
Sir:

I take the pleasure in presenting to you a report of the activities of the Department of Consumer Affairs for the year ending March 31, 1981.

Respectfully submitted

Cathy MacNutt

NOVA SCOTIA DEPARTMENT OF CONSUMER AFFAIRS



## ACTS ADMINISTERED BY THE DEPARTMENT OF CONSUMER AFFAIRS

- The Consumer Services Act
- The Consumer Protection Act
- The Loan Companies Inspection Act
- The Instalment Payments Contract Act
- The Mortgage Brokers and Lenders Registration Act
- The Consumer Reporting Act
- The Collection Agencies Act
- Orderly Payments of Debts Provision
- The Real Estate Brokers' Licensing and Regulation Act
- The Tax Rebate Discounting Act
- The Prearranged Funeral Services Act
- The Embalmers and Funeral Directors Act
- The Direct Sellers' Licensing and Regulation Act
- The Residential Tenancies Act
- The Theatres and Amusements Act
- The Credit Union Act
- The Rent Review Act

## General Summary

Fifteen years have passed since Nova Scotia introduced the first piece of legislation in Canada with respect to credit, and by virtue of doing so, established the first government agency, Office of the Registrar of Credit, for administration of matters pertaining to consumers.

Since then, through various legislative and administrative moves, the province has been continuing to serve the consuming public, specifically for the last five years, through the Department of Consumer Affairs.

The result now is that the department is one of the busiest in government, as it strives to assist both the consumer and business to obtain a goal of fairness and harmony in the marketplace.

What began as a measure to legislate the issuance of credit soon became the primary vehicle to wider consumer protection, action and legislation. Today, the department is responsible for the administration of 15 statutes of the Province of Nova Scotia and two federal statutes.

This administration is applied on a day to day basis through a head office in Halifax and 10 full-time and part-time offices spread across the province.

Through legislative and administrative moves, the department now embraces the Consumer Services Bureau, the Residential Tenancies Board, the Rent Review Commission, Credit Union Inspection and the Amusements Regulation Board.

The scope of department activity and its broad base of contact with Nova Scotians from the individual to the family level is clearly illustrated in the statistical reports of the various divisions which follow.

Indicative of this, from a departmental level, are the numbers of personal contacts initiated by the public. In the past year, approximately 100,000 telephone calls were channeled by department receptionists, more than 80,000 of them at the head office in Halifax.

In addition, there were 8,702 visitors to the department head office itself, excluding tenants/landlords appearing for evening hearings of the Rent Review Commission and Residential Tenancies Board.

The Residential Tenancies Board received the most calls, followed by the Consumer Services Bureau and the Rent Review Commission.

Involvement by department personnel through participation in panels and group discussions, and public speaking to service clubs and other organizations (such as senior citizens, students and business and union bodies), are additional modes of contact with Nova Scotians on a day to day basis.

Participation is also a part of the activities of the Amusements Regulation Board and Credit Union Inspection. Members and staff of the Amusements Regulation Board make personal contact with the organizers and promoters of entertainment events across the province, and are in attendance at most of the functions which fall under the Board's jurisdiction.

Through the inspection process, either complete or partial, the staff of the Credit Union Inspection division are constantly involved with those responsible for the operation of the province's 116 credit unions.

It is this regular contact with Nova Scotians that has prompted the department to adopt a promotional theme of service to the public.

In addition to numerous speaking engagements and participation in other public oriented activities as well as many associated committees of government and industry, through graphics and other avenues, the department extends the slogan "Serving You" as its theme.

The overall departmental motto adopted in this fiscal year just ended is: "Promoting and creating an environment of fairness and trust between buyer and seller, borrower and lender, tenant and landlord, audience and entertainer."

## Consumer Services Bureau

Responsible for 11 Acts of the Nova Scotia legislature, and administration of two additional federal statutes, the Consumer Services Bureau is one of the busiest and most diversified divisions of the Department of Consumer Affairs.

In total, 4,663 licenses were issued to various business; 602 individual applicants were examined in pre-licensing procedures. Also, 190 audit inspections were conducted. Consumer inquiries and complaints totalled 14,000 in the year.

Division personnel actively participated in information programs, including lectures, seminars, and displays in public areas such as shopping malls.

An important service to Nova Scotians, although not within the administration of the department, the Small Claims Court has proven a valuable asset in dealing with consumer-related matters, and the Consumer Services Bureau is providing information and assistance where it is required.

The inflationary trends, widespread use of credit and escalating interest rates have increased activity in the Orderly Payments of Debts program. This year, 1,043 applications were filed, and 280 were issued consolidation orders.

Preliminary studies were undertaken to establish this division (which had a cash flow of $873,574 in the current fiscal year) on a centralized automated accounting system.

Of significance to consumers were the Bureau's efforts in obtaining forfeiture of two surety bonds totalling $40,000, posted by the companies Pine King/Stormgard in connection with their applications for licenses under the Direct Sellers Licensing and Regulation Act.

Proceeds from these bonds have been invested in short term deposits in an attempt to generate more revenue for return to customers.

Claims totalling $118,000 were filed by 48 Pine King customers, and 135 Stormgard customers have filed for $8,963.

The three year discovery period will end in the next fiscal year and those making claims will be reimbursed on a pro-rata basis.

A number of inquiries into business practices were carried out under the Real Estate Brokers Licensing Act, the Collection Agencies Act, and the Consumer Protection Act.

**Licensing and Registration Statistics**
**January 1, 1980-December 31, 1980**

**Real Estate Brokers' Licensing Act**

| | |
|---|---|
| Licenses Issued: | |
| Broker | 219 |
| Salesperson | 1,308 |
| Total Revenue | $37,720 |

**Mortgage Brokers and Lenders Registration Act**

| | |
|---|---|
| Registrations Issued | 142 |
| Total Revenue | $4,275 |

**Collection Agencies Act**

| | |
|---|---|
| Licenses Issued | 171 |
| Collectors | 24 |
| Total Revenue | $7,190 |

**Instalment Payments Contract Act**

| | |
|---|---|
| Registrations Issued | 100 |
| Total Revenue | $210 |

**Consumer Reporting Act**

| | |
|---|---|
| Licenses Issued | 22 |
| Total Revenue | $400 |

**Consumer Protection Act**

| | |
|---|---|
| Registrations Issued | 283 |
| Total Revenue | $12,030 |

**Direct Sellers' Licensing and Regulation Act**

| | |
|---|---|
| Licenses Issued: | |
| Direct Sellers | 139 |
| Salesmen | 4,056 |
| Total Revenue | $34,250 |

**Debtor Assistance Statistics**
**January 1, 1980 — December 31, 1980**

| | |
|---|---|
| Applications | 1,043 |
| Interviews | 2,100 |
| Consolidation Orders Issued | 280 |
| Monies Received | $873,574 |
| Registration Fees Received | $3,000 |

**Business Practices Section Statistics**
**January 1, 1980 — December 31, 1980**

| | | Complaints | Enquiries |
|---|---|---|---|
| 1. | Consumer Goods and Services | 551 | 840 |
| 2. | Repairs | 669 | 322 |
| 3. | Home Improvements | 497 | 302 |
| 4. | Automobile | 490 | 240 |
| 5. | Appliances, TV, Stereos | 440 | 210 |
| 6. | Collection Agencies | 290 | 263 |
| 7. | Mail Order | 337 | 206 |
| 8. | Contractors | 314 | 184 |
| 9. | Finance Lending Companies | 164 | 202 |
| 10. | Home Furnishings | 194 | 99 |
| 11. | Clothing and Footwear | 122 | 83 |
| 12. | Retail Credit | 92 | 47 |
| 13. | Other | 1,333 | 5,085 |
| TOTALS | | 5,493 | 8,083 |

**Consumer Services Bureau Offices**

| Main Office | Sub-Office | Region Served |
|---|---|---|
| Halifax | | Halifax, Lunenburg, Queens and Shelburne Counties, and East Hants |
| Kentville | | West Hants, Kings, Annapolis, Digby and Yarmouth Counties |
| New Glasgow | Truro | Pictou and Colchester Counties |
| Springhill | Amherst | Cumberland County |
| Port Hawkesbury | | Richmond and Inverness Counties |
| | Antigonish | Antigonish and Guysborough Counties |
| Sydney | | Cape Breton and Victoria Counties |

## Residential Tenancies Boards

Under the statutes of Nova Scotia, the Residential Tenancies Act provides guidelines, rights and remedies available to landlords and tenants with respect to residential property. Disputes were submitted in written form to the Tenancies Board, and mediation was attempted by a Residential Tenancy Officer. If this step was unsuccessful, the matter was referred to a Residential Tenancies Board for a binding decision or award.

In June 1980, Judge Alan Sullivan rendered a decision which restricted the power of the boards, but his decision was successfully appealed to the Supreme Court of Nova Scotia.

During the fiscal year, a total of 3,533 written complaints were received by all Boards, which represented an increase in the number for the same period in the previous year.

Of these, 47.3 per cent (1,672) were mediated by Residential Tenancy Officers, and 49.7 per cent (1,751) of the complaints were referred to the Boards for decisions. Three per cent (110) of the complaints at the Residential Tenancy Officer level were carried over into the new fiscal year.

Total number of complaints filed:
Landlord — 1,910 or 54.1%
Tenant — 1,623 or 45.9%

**Major Complaints by Type, Number % by Total and by Party Filing: April 1, 1980 to March 31, 1981**

| Type of Complaint | Number | % of Total | Landlord or Tenant |
|---|---|---|---|
| Unpaid rent | 1,304 | 36.9 | Landlord |
| Security deposit | 511 | 14.5 | Tenant |
| Condition of premises | 386 | 10.9 | Tenant |
| Incompatibility | 147 | 4.2 | Landlord |
| Deletion of service | 251 | 7.0 | Tenant |
| Compensation | 60 | 1.7 | Tenant |
| Damages | 204 | 5.8 | Landlord |
| Notice to Quit | 225 | 6.4 | Tenant |
| Rent rebate | 72 | 2.0 | Tenant |
| Other (leases, abandonment, etc.) | 373 | 10.6 | Landlord/ Tenant |
| TOTAL | 3,533 | 100.0 | |

**Activity Breakdown by Residential Tenancies Board April 1, 1980 to March 31, 1981**

| Residential Tenancies Board | Number of Complaints | % Total |
|---|---|---|
| Halifax and County West | 1,866 | 52.8 |
| Dartmouth and County East | 722 | 20.4 |
| Cape Breton and Victoria Counties | 167 | 4.7 |
| Annapolis Valley | 215 | 6.1 |
| Northern Counties | 248 | 7.0 |
| Western Counties | 162 | 4.6 |
| South Shore | 77 | 2.2 |
| Strait and Eastern Counties | 76 | 2.2 |
| TOTAL | 3,533 | 100.0 |

**Residential Tenancies Boards**

| Name of Board | Jurisdiction | | Number of Rental Units Based on 1976 Census |
|---|---|---|---|
| Cape Breton and Victoria Counties | Cape Breton County | | 6,580 |
| | Victoria County | | 320 |
| | | Sub-Total | 6,900 |
| Strait and Eastern Counties | Inverness County | | 800 |
| | Richmond County | | 300 |
| | Antigonish County | | 775 |
| | Guysborough County | | 385 |
| | | Sub-Total | 2,260 |
| Northern Counties | Colchester County | | 3,130 |
| | Cumberland County | | 2,280 |
| | Pictou County | | 3,015 |
| | East Hants Municipality | | 300 |
| | | Sub-Total | 8,725 |
| Halifax and County West | Halifax and County | | 24,430 |
| Dartmouth and County East | Dartmouth and County East | | 12,115 |
| Western Counties | Yarmouth County | | 1,725 |
| | Shelburne County | | 730 |
| | Digby County | | 850 |
| | | Sub-Total | 3,305 |
| Annapolis Valley | Annapolis County | | 1,310 |
| | Kings County | | 4,120 |
| | West Hants Municipality | | 1,185 |
| | | Sub-Total | 6,615 |

| Name of Board | Jurisdiction | | Number of Rental Units Based on 1976 Census |
|---|---|---|---|
| South Shore | Lunenburg County | | 2,155 |
| | Queens County | | 535 |
| | | Sub-Total | 2,690 |
| | | TOTAL | 67,040 |

**Residential Tenancies Boards**
**Office Locations and Areas of Jurisdiction**

| Residential Tenancies Board | Office Location | Area of Jurisdiction |
|---|---|---|
| Annapolis Valley | Kentville | West Hants, Kings and Annapolis Counties |
| Western Counties | Yarmouth | Digby, Yarmouth and Shelburne Counties |
| South Shore | Bridgewater | Lunenburg and Queens Counties |
| Halifax and County West | Halifax | City of Halifax and County West |
| Dartmouth and County East | Dartmouth | City of Dartmouth and County East |
| Northern Counties | Truro (sub-office, Springhill) | Colchester, Cumberland, Pictou Counties and East Hants |
| Strait and Eastern Counties | Port Hawkesbury (sub-office, Antigonish) | Antigonish, Guysborough, Richmond and Inverness Counties |
| Cape Breton and Victoria Counties | Sydney | Cape Breton and Victoria Counties |

## Credit Union Inspection Division

Importance of the Credit Union movement to the economy of Nova Scotia is emphasized in the experience of the Credit Union Inspection Division of the Department of Consumer Affairs.

About 20 per cent (163,500) of the population of Nova Scotia, hold memberships in the 116 credit unions spread through 17 of the 18 counties of the province.

Inspections are provided on a year-round basis and independent advice or assistance is made available.

Fifty-two credit unions were given complete inspections in the fiscal year, some of which took a matter of days; one, several months. In addition, the division maintained an on-going program of partial inspection of all credit unions throughout the year.

Leverman Credit Union was placed under administration of the Stabilization Board.

Two amalgamations were approved during the year: the Bergengren and Tracadie became the Bergengren Credit Union and the Coady and Co-op Family Credit Unions became the Coady Credit Union.

One new credit union, the Cobequid Credit Union located at Bass River, was registered with the Credit Union Inspection Division in the fiscal year.

**Credit Union Totals by Number and Membership at December 31, 1980**

| County | Number of Credit Unions | Membership | Percentage of Total Membership by County |
|---|---|---|---|
| Annapolis | 3 | 1,566 | 1.0 |
| Antigonish | 5 | 17,688 | 10.8 |
| Cape Breton | 14 | 33,984 | 20.8 |
| Colchester | 6 | 2,436 | 1.5 |
| Cumberland | 3 | 3,939 | 2.4 |
| Digby | 5 | 2,978 | 1.8 |
| Guysborough | 6 | 1,460 | 0.9 |
| Halifax | 32 | 57,041 | 34.9 |
| Hants | 7 | 7,679 | 4.7 |
| Inverness | 8 | 10,933 | 6.7 |
| Kings | 4 | 6,395 | 3.9 |
| Lunenburg | 2 | 2,754 | 1.7 |
| Pictou | 3 | 2,344 | 1.4 |
| Queens | 2 | 699 | 0.4 |
| Richmond | 7 | 7,366 | 4.5 |
| Victoria | 3 | 673 | 0.4 |
| Yarmouth | 6 | 3,567 | 2.2 |
| TOTAL | 116 | 163,502 | 100.0% |

**Consolidated Balance Sheet**
**January 1, 1980 to December 31, 1980**

| Assets | | Liabilities | |
|---|---|---|---|
| Cash | $ 11,702,410 | Shares | $ 82,220,072 |
| League Deposits | 18,514,972 | Deposits | 105,737,958 |
| League Shares | 2,618,350 | Borrowings | 5,349,388 |
| Investments | 7,948,751 | Reserves | 3,233,544 |
| Loans | 155,648,487 | Guaranty Fund | 4,326,225 |
| Land & Building | 2,838,825 | Accounts Payable | 4,681,173 |
| Furniture & Equipment | 1,598,235 | Other Liabilities | 938,489 |
| Other | 2,624,136 | Undivided Surplus | 2,992,683 |
| TOTAL | $203,494,166 | TOTAL | $203,494,166 |

**Operating Year 1980 Compared to**
**The Years 1936 (Base Year) and 1979:**

| | 1936 | 1979 | 1980 |
|---|---|---|---|
| Credit Unions operating | 71 | 117 | 116 |
| Total membership | 12,178 | 170,097 | 163,502 |
| Total share capital ($) | 244,478 | 85,204,304 | 82,220,072 |
| Total deposits ($) | 3,000 | 98,386,237 | 105,737,958 |
| Total loaned during year ($) | 374,924 | 131,087,643 | 114,338,785 |
| Total assets ($) | 269,045 | 204,668,218 | 203,494,166 |
| Total guaranty fund ($) | 52,000 | 7,698,082 | 4,326,225 |

**Purpose of Loans during the Year**

| | Cash | | Mortgage | |
|---|---|---|---|---|
| | Number | Amount (dollars) | Number | Amount (dollars) |
| Consolidation of debts | 9,671 | $ 21,810,477 | 152 | $ 763,483 |
| Auto repairs and purchases | 13,129 | 36,589,061 | 10 | 59,768 |
| Insurance premiums | 1,562 | 661,703 | | |
| To make investments | 893 | 1,157,516 | | |
| Education | 678 | 654,178 | 1 | 8,000 |
| Medical and dental | 829 | 557,201 | | |
| Taxes | 2,043 | 1,788,235 | | |
| Holidays | 3,071 | 2,496,898 | | |
| Home repairs and renovations | 6,929 | 12,552,835 | 79 | 581,702 |
| Purchase of Real Estate: | | | | |
| New housing | 217 | 1,437,539 | 32 | 429,797 |
| Used housing | 222 | 1,960,543 | 50 | 337,810 |
| Farm | 1 | 2,400 | 4 | 11,565 |
| Co-operatives | | | | |
| Other commercial | 10 | 31,284 | 10 | 23,047 |
| Fraternal | 6 | 12,320 | | |
| Other | 245 | 1,728,115 | 323 | 666,361 |
| Purchase of Equipment: | | | | |
| Household | 2,824 | 3,111,403 | | |
| Farm | 335 | 1,179,657 | | |
| Fishermen | 146 | 275,793 | | |
| Co-operatives | 1 | 8,000 | 2 | 16,473 |
| Other commercial | 63 | 363,264 | | |
| Fraternal | 19 | 49,558 | | |
| Other | 532 | 968,516 | | |
| Operating Expenses: | | | | |
| Household | 2,187 | 1,671,400 | | |
| Farm | 24 | 51,107 | | |
| Fishermen | 46 | 68,970 | | |
| Co-operatives | 3 | 3,358 | | |
| Other commercial | 126 | 348,863 | | |
| Fraternal | 187 | 433,069 | | |
| Other | 526 | 1,346,327 | | |
| Other loans | 29,385 | 18,129,973 | 1 | 1,216 |
| TOTAL | 75,910 | $111,439,563 | 664 | $2,899,222 |

## Amusements Regulation Board

General attendance at places of amusement in 1980-81 is reflected in statistics of the Amusements Regulation Board, which is the body responsible for the licensing and regulating of theatres and places of amusement.

A decline of slightly over one million patrons is attributed to several factors:

1. Changing patterns in recreation, with more reliance on private participation activities.
2. More selective buying of tickets because of limited money.
3. A decline in film attendance, which is the general trend across the continent, and may be attributable to film content as well as limited money.
4. An increase in the use of lounges and cabarets for recreation and entertainment.

While attendance was down substantially, revenues were only fractionally off the previous year and this may be due to increased admission charges.

A task force comprised of members of several departments of government was established to invite submissions, and to study possible revisions to the tax base and scale, as well as the exemption formula used in determining admissions tax.

It was expected that this body would have its work completed and recommendation filed early in the calendar year.

Inspection under the Theatres and Amusements Act was carried out at 65 licensed rinks, 82 licensed theatres, and 13 locations for outdoor musical entertainment events.

## Table I
## Revenue by Type
## Fiscal years 1979/80 and 1980/81

| Type | 1979/80 | 1980/81 |
|---|---|---|
| Licenses | $ 23,625 | $ 26,985 |
| Film Tax (Screening Fees) | 30,373 | 27,396 |
| Theatre Admission Tax | 978,594 | 1,045,269 |
| Amusement Tax (Non-Theatre) | 327,748 | 335,013 |
| Itinerant Tax (Tour' 'g Groups) | 244,723 | 257,874 |
| Share of pari mutuel tax | 637,182 | 600,654 |
| TOTAL | $2,242,245 | $2,293,191 |

## Table II
## Number of Films Screened
## By Type of Classification

| 35 MM Films | 1979/80 | 1980/81 |
|---|---|---|
| General | 38 | 20 |
| Adult | 129 | 109 |
| Restricted | 114 | 116 |
| Rejected | 2 | 2 |
| TOTAL | 283 | 247 |

## Table III
## Origin of Films Classified
## April 1, 1980 to March 31, 1981

| | |
|---|---|
| Canadian | 6 |
| American | 183 |
| British | 13 |
| French | 5 |
| Italian | 6 |
| German | 4 |
| Japanese | 4 |
| Unspecified Foreign | 26 |
| TOTAL | 247 |

## Table IV
## Number of Licenses Issued, 1979/80 to 1980/81

| | 1979/80 | 1980/81 |
|---|---|---|
| Film Theatres | 70 | 68 |
| Projectionists | 117 | 126 |
| Apprentice Projectionists | 42 | 40 |
| Projection Machines | 124 | 119 |
| Film Exchanges (35MM) | 20 | 18 |
| Film Exchanges (16MM) | 9 | 9 |
| Film Certificates | 1,203 | 1,210 |
| Itinerant | 23 | 10 |
| Rinks | 57 | 63 |
| Race Tracks (Horse) | 4 | 4 |
| Race Tracks (Stock Car) | 8 | 5 |
| Dance Halls | 302 | 278 |
| Dance Permits | 671 | 1,029 |
| Billiards, Pool & Bowling (Locations and Tables) | 276 | 299 |
| Lanes (Bowling) | 454 | 466 |
| Miniature Golf | 3 | 4 |
| Go-Cart Tracks | 7 | 15 |
| Museums | 4 | 3 |
| Carnival Rides | 74 | 59 |
| Circuses | 3 | — |
| Amusement Parks | 1 | — |
| Festivals | 7 | 11 |
| TOTALS | 3,479 | 3,836 |

## Table V
## Attendance
## By Nature of Event

| Event | Number of Persons 1979/80 | 1980/81 |
|---|---|---|
| Theatres (movie and live) | 4,100,319 | 3,215,531 |
| Itinerant Shows | 1,018,231 | 956,182 |
| Hockey and Skating | 1,199,092 | 1,380,227 |
| Football, Basketball, Baseball | 38,309 | 71,613 |
| Boxing and Wrestling | 118,328 | 108,194 |
| Horse Racing | 142,441 | 94,373 |
| Sundry Amusements | 461,664 | 199,853 |
| TOTAL | 7,078,384 | 6,025,973 |

## Rent Review Commission

A new organizational structure was developed within the Rent Review Commission to improve efficiency in handling and processing rental increase applications. This involved reorganization of the data section, the support staff, the administrative section, and operations by Rent Review Officers and Commission functions.

The average increase granted as a result of hearings of rent review officers was slightly over 12 per cent. Appeal hearings on decisions of rent review officers in the fiscal year increased to 288, approximately three times higher than in the same time period in 1979-80.

Much of the streamlining in the fiscal year was facilitated through introduction of a new financial information form which was first used on 1980 applications.

Meetings were held with various interest groups during the year to discuss the rent review process in general, and to explain the steps being taken to further reduce the length of time between the date of receipt of the application, and the final decision at the end of the review period.

## Number of Units Under Rent Review and Applications for Review (Calendar Years), 1976-80

| | 1976 (Census) | 1977 | 1978 | 1979 | 1980 |
|---|---|---|---|---|---|
| Total Under Rent Review | 55,266 | 60,724 | 61,067 | 61,044 | 61,424 |
| Halifax Metro | 34,352 | 37,583 | 37,177 | 37,064 | 37,210 |
| Sydney Area | 5,579 | 6,030 | 6,093 | 6,132 | 6,174 |
| Other | 15,335 | 17,111 | 17,797 | 17,848 | 18,040 |
| Total Applications | | | | | |
| Over Guideline | 9,208 | 8,339 | 5,639 | 9,738 | 13,683 |
| Under Guideline | 13,811 | 16,692 | 21,211 | 18,384 | 16,699 |

## Average Percentage Allowed On Requests Over Guideline (Calendar Years), 1979-1980

| | 1979 | 1980 |
|---|---|---|
| Percentage Allowed | 9.8% | 12.2% |
| Commission Hearings Required | 84 | 203 |